

## Guardian Responses organized by Residential Provider

### Residential Provider Satisfaction Survey

#### 40a. The client gets to help hire their staff.

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	31.0%	8.6%	34.5%	25.9%	58	2.552
Active Learning Systems		20.0%	20.0%	60.0%	5	3.400
Aspen Nursing Services, Inc.	100.0%				1	1.000
Baker, Effie			100.0%		1	3.000
Caregivers for Independence, LLC	12.5%		62.5%	25.0%	8	3.000
Community Options Inc.		100.0%			1	2.000
Dumouchelle, Debra			100.0%		1	3.000
ECl, Inc.	60.0%		20.0%	20.0%	10	2.000
Fenton, Virginia				100.0%	1	4.000
Home Living Assisted Services, Inc.			100.0%		1	3.000
Inclusive Solutions	80.0%	20.0%			5	1.200
Innovative Support Systems	50.0%		50.0%		2	2.000
Maluta, Phyllis			100.0%		1	3.000
Marcum, Robin				100.0%	1	4.000
Opportunities to Succeed, Inc.	50.0%	12.5%	25.0%	12.5%	8	2.000
Proffitt, Tammie			100.0%		1	3.000
Rescare				100.0%	1	4.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike		100.0%			1	2.000
Schroeder, Mary Beth			100.0%		1	3.000
Smith, Sandra K.	100.0%				1	1.000
St. Joseph Home of Cincinnati			100.0%		1	3.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health			100.0%		1	3.000
Zehler, Patty				100.0%	1	4.000

#### 40b. The client gets to help train their staff.

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	40.7%	11.1%	33.3%	14.8%	54	2.222
Active Learning Systems	14.3%		71.4%	14.3%	7	2.857
Aspen Nursing Services, Inc.	100.0%				1	1.000
Baker, Effie			100.0%		1	3.000
Caregivers for Independence, LLC	42.9%		42.9%	14.3%	7	2.286
Community Options Inc.			100.0%		1	3.000
Dumouchelle, Debra		100.0%			1	2.000
ECl, Inc.	62.5%	12.5%	12.5%	12.5%	8	1.750
Fenton, Virginia				100.0%	1	4.000
Inclusive Solutions	80.0%	20.0%			5	1.200
Innovative Support Systems	50.0%		50.0%		2	2.000
Maluta, Phyllis			100.0%		1	3.000
Marcum, Robin	100.0%				1	1.000
Opportunities to Succeed, Inc.	42.9%	14.3%	28.6%	14.3%	7	2.143
Rescare				100.0%	1	4.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike	100.0%				1	1.000
Safe Haven, LLC			100.0%		1	3.000
Schroeder, Mary Beth		100.0%			1	2.000
Smith, Sandra K.	100.0%				1	1.000
St. Joseph Home of Cincinnati			100.0%		1	3.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health		100.0%			1	2.000
Zehler, Patty	100.0%				1	1.000

<b>40e. The clients staff treats them like an adult.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	2.5%	3.3%	24.0%	70.2%	121	3.620
Active Learning Systems			38.5%	61.5%	13	3.615
Aspen Nursing Services, Inc.				100.0%	7	4.000
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC	9.1%		18.2%	72.7%	11	3.545
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.			50.0%	50.0%	2	3.500
Dumouchelle, Debra				100.0%	2	4.000
ECl, Inc.		9.5%	19.0%	71.4%	21	3.619
Fenton, Virginia				100.0%	1	4.000
Home Living Assisted Services, Inc.				100.0%	1	4.000
Inclusive Solutions			38.5%	61.5%	13	3.615
Innovative Support Systems	25.0%		25.0%	50.0%	4	3.000
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Menges, Stacy				100.0%	1	4.000
Opportunities to Succeed, Inc.		5.0%	40.0%	55.0%	20	3.500
Proffitt, Tammie			100.0%		1	3.000
Quigley, Richard and Erin		100.0%			1	2.000
Rescare			50.0%	50.0%	2	3.500
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC				100.0%	1	4.000
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Sandra K.	100.0%				1	1.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty				100.0%	3	4.000
<b>40f. The staff spends a lot of time on their cell phones, watching TV, or on the computer when they are with the client.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	56.1%	22.4%	15.3%	6.1%	98	1.714
Active Learning Systems	54.5%	36.4%	9.1%		11	1.545
Aspen Nursing Services, Inc.	75.0%			25.0%	4	1.750
Baker, Effie	100.0%				1	1.000
Butler County MRDD	100.0%				1	1.000
Caregivers for Independence, LLC	66.7%	22.2%	11.1%		9	1.444
Coleman, Thelma	100.0%				1	1.000
Community Options Inc.		50.0%	50.0%		2	2.500
Dumouchelle, Debra		100.0%			2	2.000
ECl, Inc.	62.5%	12.5%	12.5%	12.5%	16	1.750
Fenton, Virginia	100.0%				1	1.000
Home Living Assisted Services, Inc.		100.0%			1	2.000
Inclusive Solutions	42.9%	14.3%	28.6%	14.3%	7	2.143
Innovative Support Systems	66.7%	33.3%			3	1.333
Maluta, Phyllis	100.0%				1	1.000
Marcum, Robin		100.0%			1	2.000
Menges, Stacy	100.0%				1	1.000
Opportunities to Succeed, Inc.	43.8%	18.8%	37.5%		16	1.938
Proffitt, Tammie		100.0%			1	2.000
Quigley, Richard and Erin	100.0%				1	1.000
Raby, Molly	100.0%				1	1.000
Rescare		50.0%		50.0%	2	3.000
Residential Home Care, LLC	100.0%				1	1.000
Rogers, Mike		100.0%			1	2.000
Safe Haven, LLC	50.0%			50.0%	2	2.500
Schroeder, Mary Beth	100.0%				1	1.000
Smith, Sandra K.	100.0%				1	1.000
St. Joseph Home of Cincinnati	100.0%				1	1.000
Trauffer, Christine	100.0%				1	1.000
Viaquest Behavioral Health		100.0%			1	2.000
Zehler, Patty	50.0%		50.0%		2	2.000



<b>40i. Clients staff shows up when they are supposed to.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	1.7%	5.1%	17.1%	76.1%	117	3.675
Active Learning Systems				100.0%	12	4.000
Aspen Nursing Services, Inc.			33.3%	66.7%	6	3.667
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC		7.7%	15.4%	76.9%	13	3.692
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.		100.0%			1	2.000
Dumouchelle, Debra				100.0%	2	4.000
ECl, Inc.	5.3%	15.8%	10.5%	68.4%	19	3.421
Fenton, Virginia				100.0%	1	4.000
Home Living Assisted Services, Inc.			100.0%		1	3.000
Inclusive Solutions			18.2%	81.8%	11	3.818
Innovative Support Systems			50.0%	50.0%	4	3.500
Marcum, Robin				100.0%	1	4.000
Menges, Stacy				100.0%	1	4.000
Opportunities to Succeed, Inc.		4.8%	33.3%	61.9%	21	3.571
Proffitt, Tammie				100.0%	1	4.000
Raby, Molly				100.0%	1	4.000
Rescare				100.0%	2	4.000
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC			50.0%	50.0%	2	3.500
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Sandra K.				100.0%	1	4.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty	33.3%			66.7%	3	3.000
<b>40j. The staff respects the clients home.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	0.8%	3.3%	13.2%	82.6%	121	3.777
Active Learning Systems		8.3%		91.7%	12	3.833
Aspen Nursing Services, Inc.				100.0%	6	4.000
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC			15.4%	84.6%	13	3.846
Community Options Inc.			100.0%		2	3.000
Dumouchelle, Debra				100.0%	2	4.000
ECl, Inc.		4.5%	4.5%	90.9%	22	3.864
Fenton, Virginia				100.0%	1	4.000
Home Living Assisted Services, Inc.				100.0%	1	4.000
Inclusive Solutions	7.7%		15.4%	76.9%	13	3.615
Innovative Support Systems		25.0%		75.0%	4	3.500
Marcum, Robin				100.0%	1	4.000
Menges, Stacy				100.0%	1	4.000
Opportunities to Succeed, Inc.		5.0%	35.0%	60.0%	20	3.550
Proffitt, Tammie			100.0%		1	3.000
Raby, Molly				100.0%	1	4.000
Rescare				100.0%	2	4.000
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC			50.0%	50.0%	2	3.500
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Sandra K.				100.0%	1	4.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty				100.0%	3	4.000

<b>40k. The staff respects the clients personal things</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	0.8%	0.8%	15.0%	83.5%	127	3.811
Active Learning Systems			8.3%	91.7%	12	3.917
Aspen Nursing Services, Inc.				100.0%	6	4.000
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC		14.3%	85.7%		14	3.857
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.			100.0%		2	3.000
Dumouchelle, Debra				100.0%	2	4.000
ECl, Inc.			9.1%	90.9%	22	3.909
Fenton, Virginia				100.0%	1	4.000
Home Living Assisted Services, Inc.				100.0%	1	4.000
Inclusive Solutions			15.4%	84.6%	13	3.846
Innovative Support Systems			25.0%	75.0%	4	3.750
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Menges, Stacy				100.0%	1	4.000
Opportunities to Succeed, Inc.	4.8%	4.8%	38.1%	52.4%	21	3.381
Proffitt, Tammie			100.0%		1	3.000
Quigley, Richard and Erin				100.0%	1	4.000
Raby, Molly				100.0%	1	4.000
Rescare				100.0%	2	4.000
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC				100.0%	2	4.000
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Sandra K.				100.0%	1	4.000
St. Joseph Home of Cincinnati				100.0%	1	4.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty				100.0%	3	4.000
<b>40l. The clients staff is nice to them.</b>						
	Somewhat Agree	Strongly Agree	Total	Average		
All Respondents	14.4%	85.6%	125	3.856		
Active Learning Systems		100.0%	12	4.000		
Aspen Nursing Services, Inc.		100.0%	6	4.000		
Baker, Effie		100.0%	1	4.000		
Butler County MRDD		100.0%	2	4.000		
Caregivers for Independence, LLC	14.3%	85.7%	14	3.857		
Coleman, Thelma		100.0%	1	4.000		
Community Options Inc.	100.0%		2	3.000		
Dumouchelle, Debra		100.0%	2	4.000		
ECl, Inc.	9.1%	90.9%	22	3.909		
Fenton, Virginia		100.0%	1	4.000		
Home Living Assisted Services, Inc.		100.0%	1	4.000		
Inclusive Solutions	8.3%	91.7%	12	3.917		
Innovative Support Systems	25.0%	75.0%	4	3.750		
Maluta, Phyllis		100.0%	1	4.000		
Marcum, Robin		100.0%	1	4.000		
Menges, Stacy		100.0%	1	4.000		
Opportunities to Succeed, Inc.	40.0%	60.0%	20	3.600		
Proffitt, Tammie	100.0%		1	3.000		
Quigley, Richard and Erin		100.0%	1	4.000		
Raby, Molly		100.0%	1	4.000		
Rescare		100.0%	2	4.000		
Resident Home Corporation		100.0%	1	4.000		
Residential Home Care, LLC		100.0%	1	4.000		
Rogers, Mike		100.0%	1	4.000		
Safe Haven, LLC		100.0%	2	4.000		
Schroeder, Mary Beth		100.0%	1	4.000		
Smith, Sandra K.		100.0%	1	4.000		
St. Joseph Home of Cincinnati		100.0%	1	4.000		
Trauffer, Christine		100.0%	1	4.000		
Viaquest Behavioral Health		100.0%	1	4.000		
Zehler, Patty		100.0%	3	4.000		

<b>40m. The clients staff is able to provide services identified in their plan.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	2.4%	2.4%	12.0%	83.2%	125	3.760
Active Learning Systems			16.7%	83.3%	12	3.833
Aspen Nursing Services, Inc.				100.0%	6	4.000
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC			7.1%	92.9%	14	3.929
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.		50.0%		50.0%	2	3.000
Dumouchelle, Debra				100.0%	2	4.000
ECl, Inc.		4.8%	14.3%	81.0%	21	3.762
Fenton, Virginia				100.0%	1	4.000
Home Living Assisted Services, Inc.				100.0%	1	4.000
Inclusive Solutions	7.7%	7.7%	7.7%	76.9%	13	3.538
Innovative Support Systems			25.0%	75.0%	4	3.750
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Menges, Stacy				100.0%	1	4.000
Opportunities to Succeed, Inc.			15.0%	85.0%	20	3.850
Proffitt, Tammie			100.0%		1	3.000
Quigley, Richard and Erin				100.0%	1	4.000
Raby, Molly				100.0%	1	4.000
Rescare			50.0%	50.0%	2	3.500
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC	50.0%			50.0%	2	2.500
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Saundra K.				100.0%	1	4.000
St. Joseph Home of Cincinnati			100.0%		1	3.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty	33.3%			66.7%	3	3.000

**40n. The clients staff helps them plan for special occasions.**

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	4.4%	2.6%	23.7%	69.3%	114	3.579
Active Learning Systems				100.0%	11	4.000
Aspen Nursing Services, Inc.		20.0%	20.0%	60.0%	5	3.400
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC	18.2%		27.3%	54.5%	11	3.182
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.			100.0%		2	3.000
Dumouchelle, Debra				100.0%	2	4.000
ECl, Inc.		4.5%	13.6%	81.8%	22	3.773
Fenton, Virginia				100.0%	1	4.000
Inclusive Solutions	7.7%		23.1%	69.2%	13	3.538
Innovative Support Systems			50.0%	50.0%	4	3.500
Maluta, Phyllis				100.0%	1	4.000
Opportunities to Succeed, Inc.		5.0%	45.0%	50.0%	20	3.450
Proffitt, Tammie			100.0%		1	3.000
Rescare			50.0%	50.0%	2	3.500
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC	100.0%				1	1.000
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Saundra K.	100.0%				1	1.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty			33.3%	66.7%	3	3.667

<b>40o. The clients staff helps them look nice when they go out.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	1.7%	5.1%	14.4%	78.8%	118	3.703
Active Learning Systems				100.0%	11	4.000
Aspen Nursing Services, Inc.				100.0%	5	4.000
Baker, Effie				100.0%	1	4.000
Butler County MRDD			50.0%	50.0%	2	3.500
Caregivers for Independence, LLC			23.1%	76.9%	13	3.769
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.		50.0%	50.0%		2	2.500
Dumouchelle, Debra				100.0%	1	4.000
ECl, Inc.	4.3%	4.3%	8.7%	82.6%	23	3.696
Fenton, Virginia			100.0%		1	3.000
Inclusive Solutions	8.3%		8.3%	83.3%	12	3.667
Innovative Support Systems			50.0%	50.0%	4	3.500
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin			100.0%		1	3.000
Menges, Stacy				100.0%	1	4.000
Opportunities to Succeed, Inc.		10.0%	10.0%	80.0%	20	3.700
Proffitt, Tammie				100.0%	1	4.000
Quigley, Richard and Erin				100.0%	1	4.000
Raby, Molly				100.0%	1	4.000
Rescare			100.0%		2	3.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC		100.0%			1	2.000
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Sandra K.				100.0%	1	4.000
St. Joseph Home of Cincinnati				100.0%	1	4.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty		50.0%		50.0%	2	3.000
<b>40p. The clients staff teaches them household skills such as cleaning, dishes, and laundry.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	7.2%	3.1%	36.1%	53.6%	97	3.361
Active Learning Systems			25.0%	75.0%	8	3.750
Aspen Nursing Services, Inc.	25.0%		25.0%	50.0%	4	3.000
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC	14.3%		71.4%	14.3%	7	2.857
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.			50.0%	50.0%	2	3.500
Dumouchelle, Debra			100.0%		1	3.000
ECl, Inc.			30.0%	70.0%	20	3.700
Fenton, Virginia			100.0%		1	3.000
Inclusive Solutions	18.2%		27.3%	54.5%	11	3.182
Innovative Support Systems			33.3%	66.7%	3	3.667
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Opportunities to Succeed, Inc.	10.5%	5.3%	52.6%	31.6%	19	3.053
Proffitt, Tammie		100.0%			1	2.000
Rescare			100.0%		2	3.000
Rogers, Mike			100.0%		1	3.000
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Sandra K.	100.0%				1	1.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty		33.3%		66.7%	3	3.333

<b>40q. The clients staff helps them get to know their neighbors.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	19.8%	18.5%	33.3%	28.4%	81	2.704
Active Learning Systems		25.0%	12.5%	62.5%	8	3.375
Aspen Nursing Services, Inc.	20.0%		60.0%	20.0%	5	2.800
Baker, Effie		100.0%			1	2.000
Butler County MRDD			50.0%	50.0%	2	3.500
Caregivers for Independence, LLC	33.3%	44.4%		22.2%	9	2.111
Community Options Inc.			100.0%		1	3.000
Dumouchelle, Debra		50.0%		50.0%	2	3.000
ECI, Inc.	20.0%		50.0%	30.0%	10	2.900
Fenton, Virginia		100.0%			1	2.000
Home Living Assisted Services, Inc.			100.0%		1	3.000
Inclusive Solutions	25.0%	25.0%	37.5%	12.5%	8	2.375
Innovative Support Systems	100.0%				1	1.000
Maluta, Phyllis				100.0%	1	4.000
Opportunities to Succeed, Inc.	20.0%	6.7%	46.7%	26.7%	15	2.800
Proffitt, Tammie			100.0%		1	3.000
Raby, Molly				100.0%	1	4.000
Rescare		50.0%	50.0%		2	2.500
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike			100.0%		1	3.000
Safe Haven, LLC			100.0%		1	3.000
Schroeder, Mary Beth		100.0%			1	2.000
Smith, Sandra K.	100.0%				1	1.000
Trauffer, Christine	100.0%				1	1.000
Viaquest Behavioral Health			100.0%		1	3.000
Zehler, Patty	50.0%	50.0%			2	1.500
<b>40r. The clients staff helps them meet new people.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	4.0%	12.1%	35.4%	48.5%	99	3.283
Active Learning Systems		20.0%	10.0%	70.0%	10	3.500
Aspen Nursing Services, Inc.	20.0%		40.0%	40.0%	5	3.000
Baker, Effie			100.0%		1	3.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC	18.2%	27.3%	18.2%	36.4%	11	2.727
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.			100.0%		1	3.000
Dumouchelle, Debra				100.0%	1	4.000
ECI, Inc.			35.7%	64.3%	14	3.643
Fenton, Virginia		100.0%			1	2.000
Home Living Assisted Services, Inc.			100.0%		1	3.000
Inclusive Solutions		33.3%	55.6%	11.1%	9	2.778
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Opportunities to Succeed, Inc.		5.3%	63.2%	31.6%	19	3.263
Proffitt, Tammie			100.0%		1	3.000
Quigley, Richard and Erin			100.0%		1	3.000
Raby, Molly				100.0%	1	4.000
Rescare			50.0%	50.0%	2	3.500
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC			100.0%		1	3.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC		100.0%			1	2.000
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Sandra K.				100.0%	1	4.000
St. Joseph Home of Cincinnati				100.0%	1	4.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health			100.0%		1	3.000
Zehler, Patty		33.3%		66.7%	3	3.333
<b>40t. The clients staff helps them when they ask.</b>						
	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average	
All Respondents	0.8%	15.3%	83.9%	118	3.831	
Active Learning Systems		10.0%	90.0%	10	3.900	
Aspen Nursing Services, Inc.		33.3%	66.7%	6	3.667	
Baker, Effie			100.0%	1	4.000	
Butler County MRDD			100.0%	2	4.000	
Caregivers for Independence, LLC		16.7%	83.3%	12	3.833	
Coleman, Thelma			100.0%	1	4.000	
Community Options Inc.	50.0%	50.0%		2	2.500	
Dumouchelle, Debra			100.0%	2	4.000	
ECI, Inc.		14.3%	85.7%	21	3.857	

Fenton, Virginia			100.0%	1	4.000	
Home Living Assisted Services, Inc.			100.0%	1	4.000	
Inclusive Solutions		8.3%	91.7%	12	3.917	
Innovative Support Systems		50.0%	50.0%	4	3.500	
Maluta, Phyllis			100.0%	1	4.000	
Marcum, Robin			100.0%	1	4.000	
Menges, Stacy			100.0%	1	4.000	
Opportunities to Succeed, Inc.		9.5%	90.5%	21	3.905	
Proffitt, Tammie			100.0%	1	4.000	
Quigley, Richard and Erin			100.0%	1	4.000	
Raby, Molly			100.0%	1	4.000	
Rescare		50.0%	50.0%	2	3.500	
Residential Home Care, LLC			100.0%	1	4.000	
Rogers, Mike			100.0%	1	4.000	
Safe Haven, LLC			100.0%	1	4.000	
Schroeder, Mary Beth			100.0%	1	4.000	
St. Joseph Home of Cincinnati		100.0%		1	3.000	
Trauffer, Christine			100.0%	1	4.000	
Viaquest Behavioral Health			100.0%	1	4.000	
Zehler, Patty		33.3%	66.7%	3	3.667	
<b>40v. The clients staff helps them with things they need to do around the house.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	2.7%	3.6%	12.7%	80.9%	110	3.718
Active Learning Systems			10.0%	90.0%	10	3.900
Aspen Nursing Services, Inc.				100.0%	6	4.000
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC	16.7%	8.3%	16.7%	58.3%	12	3.167
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.			100.0%		2	3.000
Dumouchelle, Debra			100.0%		1	3.000
ECI, Inc.			22.2%	77.8%	18	3.778
Fenton, Virginia				100.0%	1	4.000
Inclusive Solutions	8.3%		8.3%	83.3%	12	3.667
Innovative Support Systems			25.0%	75.0%	4	3.750
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Opportunities to Succeed, Inc.		5.0%	5.0%	90.0%	20	3.850
Proffitt, Tammie				100.0%	1	4.000
Quigley, Richard and Erin				100.0%	1	4.000
Raby, Molly				100.0%	1	4.000
Rescare				100.0%	2	4.000
Residential Home Care, LLC			100.0%		1	3.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC				100.0%	1	4.000
Schroeder, Mary Beth		100.0%			1	2.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty		33.3%		66.7%	3	3.333

<b>40w. The clients staff helps them with things they need to do in the community.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	2.3%	3.4%	20.5%	73.9%	88	3.659
Active Learning Systems			22.2%	77.8%	9	3.778
Aspen Nursing Services, Inc.				100.0%	5	4.000
Baker, Effie		100.0%			1	2.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC	11.1%		11.1%	77.8%	9	3.556
Coleman, Thelma	100.0%				1	1.000
Community Options Inc.			100.0%		2	3.000
Dumouchelle, Debra				100.0%	1	4.000
ECl, Inc.		5.6%	27.8%	66.7%	18	3.611
Fenton, Virginia				100.0%	1	4.000
Inclusive Solutions			25.0%	75.0%	4	3.750
Innovative Support Systems			50.0%	50.0%	2	3.500
Maluta, Phyllis				100.0%	1	4.000
Opportunities to Succeed, Inc.			23.5%	76.5%	17	3.765
Proffitt, Tammie			100.0%		1	3.000
Quigley, Richard and Erin				100.0%	1	4.000
Rescare				100.0%	2	4.000
Resident Home Corporation				100.0%	1	4.000
Rogers, Mike				100.0%	1	4.000
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Sandra K.			100.0%		1	3.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty		50.0%		50.0%	2	3.000
<b>40x. Client likes their staff.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	0.8%	4.6%	13.8%	80.8%	130	3.746
Active Learning Systems			15.4%	84.6%	13	3.846
Aspen Nursing Services, Inc.			28.6%	71.4%	7	3.714
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC		7.1%	14.3%	78.6%	14	3.714
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.		50.0%	50.0%		2	2.500
Dumouchelle, Debra				100.0%	2	4.000
ECl, Inc.		4.3%	13.0%	82.6%	23	3.783
Fenton, Virginia				100.0%	1	4.000
Home Living Assisted Services, Inc.				100.0%	1	4.000
Inclusive Solutions	7.7%	7.7%	23.1%	61.5%	13	3.385
Innovative Support Systems				100.0%	4	4.000
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Menges, Stacy				100.0%	1	4.000
Opportunities to Succeed, Inc.		9.5%	9.5%	81.0%	21	3.714
Proffitt, Tammie			100.0%		1	3.000
Quigley, Richard and Erin				100.0%	1	4.000
Raby, Molly				100.0%	1	4.000
Rescare				100.0%	2	4.000
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC				100.0%	2	4.000
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Sandra K.				100.0%	1	4.000
St. Joseph Home of Cincinnati			100.0%		1	3.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty				100.0%	3	4.000

<b>40y. Client likes to talk to their staff.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	0.9%	0.9%	15.3%	82.9%	111	3.802
Active Learning Systems			18.2%	81.8%	11	3.818
Aspen Nursing Services, Inc.			28.6%	71.4%	7	3.714
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC		9.1%	9.1%	81.8%	11	3.727
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.			50.0%	50.0%	2	3.500
Dumouchelle, Debra				100.0%	2	4.000
ECl, Inc.			13.0%	87.0%	23	3.870
Fenton, Virginia				100.0%	1	4.000
Inclusive Solutions	9.1%		45.5%	45.5%	11	3.273
Innovative Support Systems				100.0%	4	4.000
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin			100.0%		1	3.000
Opportunities to Succeed, Inc.			5.9%	94.1%	17	3.941
Proffitt, Tammie			100.0%		1	3.000
Rescare				100.0%	2	4.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC				100.0%	1	4.000
Schroeder, Mary Beth				100.0%	1	4.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty				100.0%	3	4.000
<b>40bb. Client feels safe with the staff members who come into their home to help them.</b>						
	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average	
All Respondents	0.8%	8.3%	90.9%	121	3.901	
Active Learning Systems		7.7%	92.3%	13	3.923	
Aspen Nursing Services, Inc.		16.7%	83.3%	6	3.833	
Baker, Effie			100.0%	1	4.000	
Butler County MRDD			100.0%	2	4.000	
Caregivers for Independence, LLC			100.0%	12	4.000	
Coleman, Thelma			100.0%	1	4.000	
Community Options Inc.		50.0%	50.0%	2	3.500	
Dumouchelle, Debra			100.0%	2	4.000	
ECl, Inc.		9.1%	90.9%	22	3.909	
Fenton, Virginia			100.0%	1	4.000	
Home Living Assisted Services, Inc.			100.0%	1	4.000	
Inclusive Solutions	8.3%	16.7%	75.0%	12	3.667	
Innovative Support Systems			100.0%	4	4.000	
Maluta, Phyllis			100.0%	1	4.000	
Marcum, Robin			100.0%	1	4.000	
Menges, Stacy			100.0%	1	4.000	
Opportunities to Succeed, Inc.		15.0%	85.0%	20	3.850	
Proffitt, Tammie			100.0%	1	4.000	
Raby, Molly			100.0%	1	4.000	
Rescare			100.0%	2	4.000	
Residential Home Care, LLC			100.0%	1	4.000	
Rogers, Mike			100.0%	1	4.000	
Safe Haven, LLC			100.0%	2	4.000	
Schroeder, Mary Beth			100.0%	1	4.000	
Smith, Sandra K.			100.0%	1	4.000	
Trauffer, Christine			100.0%	1	4.000	
Viaquest Behavioral Health			100.0%	1	4.000	
Zehler, Patty			100.0%	3	4.000	

<b>40cc. I feel the provider agency supports the clients staff.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	2.6%	6.9%	21.6%	69.0%	116	3.569
Active Learning Systems	8.3%		25.0%	66.7%	12	3.500
Aspen Nursing Services, Inc.	14.3%			85.7%	7	3.571
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC		7.7%	23.1%	69.2%	13	3.615
Community Options Inc.		100.0%			2	2.000
Dumouchelle, Debra				100.0%	2	4.000
ECI, Inc.		8.7%	21.7%	69.6%	23	3.609
Fenton, Virginia				100.0%	1	4.000
Home Living Assisted Services, Inc.				100.0%	1	4.000
Inclusive Solutions	7.7%	23.1%	15.4%	53.8%	13	3.154
Innovative Support Systems			25.0%	75.0%	4	3.750
Opportunities to Succeed, Inc.			45.0%	55.0%	20	3.550
Proffitt, Tammie			100.0%		1	3.000
Rescare			50.0%	50.0%	2	3.500
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC				100.0%	1	4.000
Safe Haven, LLC				100.0%	2	4.000
Schroeder, Mary Beth				100.0%	1	4.000
St. Joseph Home of Cincinnati				100.0%	1	4.000
Zehler, Patty				100.0%	3	4.000

<b>41a. The client is involved in all important decisions about their support.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	7.1%	13.1%	39.3%	40.5%	84	3.131
Active Learning Systems		18.2%	54.5%	27.3%	11	3.091
Aspen Nursing Services, Inc.	33.3%		33.3%	33.3%	3	2.667
Baker, Effie			100.0%		1	3.000
Butler County MRDD				100.0%	1	4.000
Caregivers for Independence, LLC	11.1%	22.2%	22.2%	44.4%	9	3.000
Community Options Inc.		100.0%			1	2.000
Dumouchelle, Debra				100.0%	2	4.000
ECI, Inc.	7.1%		28.6%	64.3%	14	3.500
Fenton, Virginia				100.0%	1	4.000
Home Living Assisted Services, Inc.			100.0%		1	3.000
Inclusive Solutions		37.5%	25.0%	37.5%	8	3.000
Innovative Support Systems			100.0%		2	3.000
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Opportunities to Succeed, Inc.	7.1%		71.4%	21.4%	14	3.071
Rescare				100.0%	1	4.000
Residential Home Care, LLC			100.0%		1	3.000
Rogers, Mike		100.0%			1	2.000
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Sandra K.	100.0%				1	1.000
St. Joseph Home of Cincinnati		100.0%			1	2.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health			100.0%		1	3.000
Zehler, Patty		33.3%	33.3%	33.3%	3	3.000
<b>41b. The clients family is involved in all important decisions about their support.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	8.0%	5.3%	8.8%	77.9%	113	3.566
Active Learning Systems	8.3%		25.0%	66.7%	12	3.500
Aspen Nursing Services, Inc.	33.3%			66.7%	6	3.000
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC		10.0%		90.0%	10	3.800
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.			100.0%		1	3.000
Dumouchelle, Debra				100.0%	2	4.000
ECI, Inc.	5.0%		10.0%	85.0%	20	3.750
Fenton, Virginia				100.0%	1	4.000
Home Living Assisted Services, Inc.				100.0%	1	4.000
Inclusive Solutions	22.2%	11.1%		66.7%	9	3.111
Innovative Support Systems		25.0%	25.0%	50.0%	4	3.250
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Menges, Stacy				100.0%	1	4.000
Opportunities to Succeed, Inc.	16.7%	16.7%	11.1%	55.6%	18	3.056
Proffitt, Tammie				100.0%	1	4.000
Quigley, Richard and Erin				100.0%	1	4.000
Raby, Molly				100.0%	1	4.000
Rescare				100.0%	2	4.000
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC				100.0%	1	4.000
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Sandra K.				100.0%	1	4.000
St. Joseph Home of Cincinnati				100.0%	1	4.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty				100.0%	4	4.000
<b>41f. Client has the equipment needed to do things around their home.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	0.8%	0.8%	16.9%	81.4%	118	3.788
Active Learning Systems			33.3%	66.7%	12	3.667
Aspen Nursing Services, Inc.				100.0%	6	4.000
Baker, Effie				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC			30.8%	69.2%	13	3.692
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.			100.0%		2	3.000

Dumouchelle, Debra				100.0%	1	4.000
ECl, Inc.				100.0%	20	4.000
Fenton, Virginia				100.0%	1	4.000
Home Living Assisted Services, Inc.				100.0%	1	4.000
Inclusive Solutions			10.0%	90.0%	10	3.900
Innovative Support Systems		25.0%	25.0%	50.0%	4	3.250
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Opportunities to Succeed, Inc.			30.0%	70.0%	20	3.700
Proffitt, Tammie				100.0%	1	4.000
Quigley, Richard and Erin				100.0%	1	4.000
Raby, Molly				100.0%	1	4.000
Rescare				100.0%	2	4.000
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC			100.0%		1	3.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC		50.0%		50.0%	2	2.500
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Sandra K.				100.0%	1	4.000
St. Joseph Home of Cincinnati			100.0%		1	3.000
Traufler, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty				100.0%	3	4.000

41g. Client has to go places because their staff wants to, even when they don't want to go.						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	44.1%	26.5%	15.7%	13.7%	102	1.990
Active Learning Systems	15.4%	38.5%	15.4%	30.8%	13	2.615
Aspen Nursing Services, Inc.	60.0%	20.0%		20.0%	5	1.800
Baker, Effie	100.0%				1	1.000
Butler County MRDD	100.0%				1	1.000
Caregivers for Independence, LLC	70.0%	30.0%			10	1.300
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.			100.0%		1	3.000
Dumouchelle, Debra		100.0%			1	2.000
ECl, Inc.	42.1%	31.6%	15.8%	10.5%	19	1.947
Fenton, Virginia	100.0%				1	1.000
Home Living Assisted Services, Inc.	100.0%				1	1.000
Inclusive Solutions	22.2%	22.2%	55.6%		9	2.333
Innovative Support Systems	50.0%	25.0%		25.0%	4	2.000
Maluta, Phyllis	100.0%				1	1.000
Marcum, Robin				100.0%	1	4.000
Opportunities to Succeed, Inc.	57.1%	21.4%	21.4%		14	1.643
Proffitt, Tammie				100.0%	1	4.000
Quigley, Richard and Erin			100.0%		1	3.000
Rescare		50.0%		50.0%	2	3.000
Resident Home Corporation	100.0%				1	1.000
Residential Home Care, LLC	100.0%				1	1.000
Rogers, Mike			100.0%		1	3.000
Safe Haven, LLC				100.0%	1	4.000
Schroeder, Mary Beth	100.0%				1	1.000
Smith, Sandra K.	100.0%				1	1.000
Trauffer, Christine	100.0%				1	1.000
Viaquest Behavioral Health		100.0%			1	2.000
Zehler, Patty	33.3%	66.7%			3	1.667

<b>41m. Client gets help managing their money.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	3.0%	4.0%	10.9%	82.2%	101	3.723
Active Learning Systems			25.0%	75.0%	8	3.750
Aspen Nursing Services, Inc.				100.0%	5	4.000
Baker, Effie			100.0%		1	3.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC	11.1%	11.1%		77.8%	9	3.444
Community Options Inc.		50.0%	50.0%		2	2.500
Dumouchelle, Debra				100.0%	2	4.000
ECI, Inc.		4.8%	4.8%	90.5%	21	3.857
Fenton, Virginia	100.0%				1	1.000
Inclusive Solutions	10.0%	10.0%	10.0%	70.0%	10	3.400
Innovative Support Systems				100.0%	2	4.000
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Menges, Stacy				100.0%	1	4.000
Opportunities to Succeed, Inc.			10.5%	89.5%	19	3.895
Proffitt, Tammie				100.0%	1	4.000
Rescare				100.0%	2	4.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC			50.0%	50.0%	2	3.500
Schroeder, Mary Beth				100.0%	1	4.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty			33.3%	66.7%	3	3.667

### Limited Support

#### 42a. Client is getting the full amount of staff time indicated in their ISP.

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	1.1%	2.1%	14.9%	81.9%	94	3.777
Active Learning Systems			22.2%	77.8%	9	3.778
Aspen Nursing Services, Inc.				100.0%	4	4.000
Baker, Effie				100.0%	1	4.000
Brown, Shane				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC			26.7%	73.3%	15	3.733
Coleman, Thelma				100.0%	1	4.000
Dumouchelle, Debra			50.0%	50.0%	2	3.500
ECI, Inc.			42.9%	57.1%	7	3.571
Fenton, Virginia				100.0%	1	4.000
Home Living Assisted Services, Inc.			100.0%		1	3.000
Inclusive Solutions			12.5%	87.5%	8	3.875
Innovative Support Systems				100.0%	1	4.000
Menges, Stacy				100.0%	1	4.000
Opportunities to Succeed, Inc.				100.0%	7	4.000
Proffitt, Tammie			100.0%		1	3.000
Raby, Molly				100.0%	1	4.000
Rescare				100.0%	1	4.000
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC		100.0%			1	2.000
Rogers, Mike				100.0%	1	4.000
Safe Haven, LLC				100.0%	2	4.000
Schroeder, Mary Beth				100.0%	1	4.000
Smith, Saundra K.				100.0%	1	4.000
St. Joseph Home of Cincinnati		100.0%			1	2.000
Trauffer, Cara				100.0%	2	4.000
Trauffer, Christine				100.0%	3	4.000
Zehler, Patty	33.3%			66.7%	3	3.000

### 24-Hour Support

#### 43a. Client gets to watch the TV shows they want to watch.

	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	4.0%	17.3%	78.7%	75	3.747
Active Learning Systems			100.0%	7	4.000
Aspen Nursing Services, Inc.		33.3%	66.7%	3	3.667
Butler County MRDD			100.0%	2	4.000
Caregivers for Independence, LLC			100.0%	2	4.000
Community Options Inc.		50.0%	50.0%	2	3.500
Dumouchelle, Debra			100.0%	1	4.000
ECI, Inc.		10.0%	90.0%	20	3.900

Fenton, Virginia			100.0%	1	4.000
Graceworks Enhanced Living			100.0%	1	4.000
Inclusive Solutions		44.4%	55.6%	9	3.556
Innovative Support Systems			100.0%	3	4.000
Maluta, Phyllis			100.0%	1	4.000
Marcum, Robin			100.0%	1	4.000
Opportunities to Succeed, Inc.	7.7%	23.1%	69.2%	13	3.615
Proffitt, Tammie		100.0%		1	3.000
Rescare	50.0%	50.0%		2	2.500
Safe Haven, LLC			100.0%	1	4.000
Viaquest Behavioral Health	100.0%			1	2.000
Zehler, Patty			100.0%	1	4.000
<b>43d. Client gets to go shopping.</b>					
	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	1.1%	13.8%	85.1%	87	3.839
Active Learning Systems		12.5%	87.5%	8	3.875
Aspen Nursing Services, Inc.			100.0%	6	4.000
Butler County MRDD			100.0%	2	4.000
Caregivers for Independence, LLC			100.0%	2	4.000
Community Options Inc.		50.0%	50.0%	2	3.500
Dumouchelle, Debra			100.0%	1	4.000
ECI, Inc.		10.5%	89.5%	19	3.895
Fenton, Virginia			100.0%	1	4.000
Graceworks Enhanced Living			100.0%	1	4.000
Inclusive Solutions	9.1%	18.2%	72.7%	11	3.636
Innovative Support Systems			100.0%	4	4.000
Maluta, Phyllis			100.0%	1	4.000
Marcum, Robin			100.0%	1	4.000
Opportunities to Succeed, Inc.		26.3%	73.7%	19	3.737
Proffitt, Tammie		100.0%		1	3.000
Rescare			100.0%	2	4.000
Safe Haven, LLC			100.0%	1	4.000
Viaquest Behavioral Health			100.0%	1	4.000
Zehler, Patty			100.0%	1	4.000

43e. Client gets to make their own choices when they go shopping.						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	2.6%	3.9%	20.8%	72.7%	77	3.636
Active Learning Systems			25.0%	75.0%	8	3.750
Aspen Nursing Services, Inc.			20.0%	80.0%	5	3.800
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC				100.0%	2	4.000
Community Options Inc.			50.0%	50.0%	2	3.500
Dumouchelle, Debra				100.0%	1	4.000
ECI, Inc.	5.6%	5.6%	22.2%	66.7%	18	3.500
Fenton, Virginia				100.0%	1	4.000
Graceworks Enhanced Living				100.0%	1	4.000
Inclusive Solutions	12.5%	12.5%	12.5%	62.5%	8	3.250
Innovative Support Systems			25.0%	75.0%	4	3.750
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Opportunities to Succeed, Inc.			35.7%	64.3%	14	3.643
Proffitt, Tammie			100.0%		1	3.000
Rescare		50.0%		50.0%	2	3.000
Safe Haven, LLC				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty				100.0%	1	4.000

43h. The clients staff lets them choose the meals they like.						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	3.0%	7.6%	28.8%	60.6%	66	3.470
Active Learning Systems			16.7%	83.3%	6	3.833
Aspen Nursing Services, Inc.			50.0%	50.0%	4	3.500
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC				100.0%	1	4.000
Community Options Inc.			100.0%		2	3.000
Dumouchelle, Debra				100.0%	1	4.000
ECI, Inc.		7.1%	35.7%	57.1%	14	3.500
Fenton, Virginia		100.0%			1	2.000
Graceworks Enhanced Living				100.0%	1	4.000
Inclusive Solutions		12.5%	37.5%	50.0%	8	3.375
Innovative Support Systems			100.0%		2	3.000
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin				100.0%	1	4.000
Opportunities to Succeed, Inc.	15.4%	7.7%	23.1%	53.8%	13	3.154
Proffitt, Tammie				100.0%	1	4.000
Rescare		50.0%		50.0%	2	3.000
Safe Haven, LLC			100.0%		1	3.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty				100.0%	1	4.000

<b>43k. I feel the clients staff gets support from their supervisor.</b>						
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Total	Average
All Respondents	4.9%	3.7%	21.0%	70.4%	81	3.568
Active Learning Systems			42.9%	57.1%	7	3.571
Aspen Nursing Services, Inc.				100.0%	6	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC	100.0%				1	1.000
Community Options Inc.		100.0%			1	2.000
Dumouchelle, Debra				100.0%	1	4.000
ECl, Inc.	5.0%	10.0%	15.0%	70.0%	20	3.500
Fenton, Virginia				100.0%	1	4.000
Graceworks Enhanced Living				100.0%	1	4.000
Inclusive Solutions	10.0%		20.0%	70.0%	10	3.500
Innovative Support Systems				100.0%	4	4.000
Opportunities to Succeed, Inc.	5.3%		36.8%	57.9%	19	3.474
Proffitt, Tammie			100.0%		1	3.000
Rescare			100.0%		1	3.000
Safe Haven, LLC				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty				100.0%	1	4.000
<b>All Guardians</b>						
<b>44. Is there someone at the agency you can call to help with problems or concerns you have?</b>						
	No	Yes	Total	Average		
All Respondents	6.6%	93.4%	152	0.934		
Active Learning Systems		100.0%	15	1.000		
Aspen Nursing Services, Inc.		100.0%	6	1.000		
Baker, Effie		100.0%	1	1.000		
Brown, Shane		100.0%	1	1.000		
Butler County MRDD		100.0%	2	1.000		
Caregivers for Independence, LLC		100.0%	13	1.000		
Coleman, Thelma		100.0%	1	1.000		
Community Options Inc.		100.0%	2	1.000		
Dumouchelle, Debra		100.0%	2	1.000		
ECl, Inc.	21.7%	78.3%	23	0.783		
Fenton, Virginia		100.0%	1	1.000		
Graceworks Enhanced Living		100.0%	1	1.000		
Home Living Assisted Services, Inc.		100.0%	1	1.000		
Inclusive Solutions	14.3%	85.7%	14	0.857		
Innovative Support Systems		100.0%	4	1.000		
Maluta, Phyllis		100.0%	1	1.000		
Marcum, Robin		100.0%	1	1.000		
Menges, Stacy		100.0%	1	1.000		
Opportunities to Succeed, Inc.		100.0%	21	1.000		
Proffitt, Tammie		100.0%	1	1.000		
Quigley, Richard and Erin		100.0%	1	1.000		
Raby, Molly		100.0%	1	1.000		
Radomski, Shirley		100.0%	1	1.000		
Rescare		100.0%	2	1.000		
Resident Home Corporation		100.0%	1	1.000		
Residential Home Care, LLC		100.0%	1	1.000		
Rogers, Mike		100.0%	1	1.000		
Safe Haven, LLC	50.0%	50.0%	2	0.500		
Schroeder, Mary Beth		100.0%	1	1.000		
Seldner, Patty		100.0%	1	1.000		
Smith, Sandra K.		100.0%	1	1.000		
St. Joseph Home of Cincinnati		100.0%	1	1.000		
Trauffer, Cara		100.0%	1	1.000		
Trauffer, Christine	50.0%	50.0%	2	0.500		
Viaquest Behavioral Health		100.0%	1	1.000		
Zehler, Patty		100.0%	6	1.000		

44a. How often does this person get your issues resolved?						
	Never	Rarely	Most of the time	Always	Total	Average
All Respondents	1.5%	5.9%	33.8%	58.8%	136	3.500
Active Learning Systems	7.1%	7.1%	35.7%	50.0%	14	3.286
Aspen Nursing Services, Inc.		16.7%	16.7%	66.7%	6	3.500
Baker, Effie				100.0%	1	4.000
Brown, Shane				100.0%	1	4.000
Butler County MRDD				100.0%	2	4.000
Caregivers for Independence, LLC			23.1%	76.9%	13	3.769
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.		50.0%	50.0%		2	2.500
Dumouchelle, Debra			50.0%	50.0%	2	3.500
ECl, Inc.		11.8%	29.4%	58.8%	17	3.471
Fenton, Virginia			100.0%		1	3.000
Graceworks Enhanced Living				100.0%	1	4.000
Inclusive Solutions		16.7%	41.7%	41.7%	12	3.250
Innovative Support Systems			66.7%	33.3%	3	3.333
Maluta, Phyllis			100.0%		1	3.000
Marcum, Robin			100.0%		1	3.000
Menges, Stacy				100.0%	1	4.000
Opportunities to Succeed, Inc.		4.8%	38.1%	57.1%	21	3.524
Proffitt, Tammie			100.0%		1	3.000
Raby, Molly				100.0%	1	4.000
Radomski, Shirley			100.0%		1	3.000
Rescare			50.0%	50.0%	2	3.500
Resident Home Corporation				100.0%	1	4.000
Residential Home Care, LLC				100.0%	1	4.000
Rogers, Mike				100.0%	1	4.000
Schroeder, Mary Beth				100.0%	1	4.000
Seldner, Patty			100.0%		1	3.000
Smith, Sandra K.				100.0%	1	4.000
St. Joseph Home of Cincinnati				100.0%	1	4.000
Trauffer, Cara			100.0%		1	3.000
Trauffer, Christine				100.0%	1	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty			50.0%	50.0%	6	3.500

46. How often does the client get to do their favorite things?						
	Not very often	Sometimes	Most of the time	Always	Total	Average
All Respondents	3.4%	13.7%	48.0%	34.9%	175	3.143
Active Learning Systems	6.7%	13.3%	40.0%	40.0%	15	3.133
Aspen Nursing Services, Inc.		20.0%	60.0%	20.0%	5	3.000
Baker, Effie			100.0%		1	3.000
Brown, Shane				100.0%	1	4.000
Butler County MRDD			50.0%	50.0%	2	3.500
Caregivers for Independence, LLC		7.1%	42.9%	50.0%	14	3.429
Coleman, Thelma				100.0%	1	4.000
Community Options Inc.		50.0%	50.0%		2	2.500
Dumouchelle, Debra	50.0%			50.0%	2	2.500
ECl, Inc.		29.2%	50.0%	20.8%	24	2.917
Fenton, Virginia			100.0%		1	3.000
Graceworks Enhanced Living				100.0%	1	4.000
Home Living Assisted Services, Inc.				100.0%	1	4.000
Inclusive Solutions		25.0%	58.3%	16.7%	12	2.917
Innovative Support Systems	25.0%	25.0%		50.0%	4	2.750
Maluta, Phyllis				100.0%	1	4.000
Marcum, Robin			100.0%		1	3.000
Menges, Stacy				100.0%	1	4.000
Opportunities to Succeed, Inc.		18.8%	56.3%	25.0%	16	3.063
Proffitt, Tammie			100.0%		1	3.000
Quigley, Richard and Erin			100.0%		1	3.000
Raby, Molly				100.0%	1	4.000
Radomski, Shirley			100.0%		1	3.000
Rescare		50.0%		50.0%	2	3.000
Resident Home Corporation			100.0%		1	3.000
Residential Home Care, LLC			100.0%		1	3.000
Rogers, Mike			100.0%		1	3.000
Safe Haven, LLC			100.0%		2	3.000
Schroeder, Mary Beth				100.0%	1	4.000
Seldner, Patty				100.0%	1	4.000
Smith, Sandra K.				100.0%	1	4.000
St. Joseph Home of Cincinnati			100.0%		1	3.000
Traufler, Cara			100.0%		2	3.000
Traufler, Christine				100.0%	3	4.000
Viaquest Behavioral Health				100.0%	1	4.000
Zehler, Patty			75.0%	25.0%	4	3.250

49. Would you recommend this provider to a family member or friend?				
	No	Yes	Total	Average
All Respondents	7.6%	92.4%	145	0.924
Active Learning Systems	6.7%	93.3%	15	0.933
Aspen Nursing Services, Inc.	16.7%	83.3%	6	0.833
Baker, Effie		100.0%	1	1.000
Brown, Shane		100.0%	1	1.000
Butler County MRDD		100.0%	2	1.000
Caregivers for Independence, LLC	14.3%	85.7%	14	0.857
Coleman, Thelma		100.0%	1	1.000
Community Options Inc.	100.0%		1	0.000
Dumouchelle, Debra		100.0%	2	1.000
ECl, Inc.	5.0%	95.0%	20	0.950
Fenton, Virginia		100.0%	1	1.000
Graceworks Enhanced Living		100.0%	1	1.000
Home Living Assisted Services, Inc.		100.0%	1	1.000
Inclusive Solutions	20.0%	80.0%	10	0.800
Innovative Support Systems		100.0%	4	1.000
Marcum, Robin		100.0%	1	1.000
Menges, Stacy		100.0%	1	1.000
Opportunities to Succeed, Inc.	5.3%	94.7%	19	0.947
Proffitt, Tammie		100.0%	1	1.000
Quigley, Richard and Erin		100.0%	1	1.000
Raby, Molly		100.0%	1	1.000
Radomski, Shirley		100.0%	1	1.000
Rescare		100.0%	2	1.000
Resident Home Corporation		100.0%	1	1.000
Residential Home Care, LLC		100.0%	1	1.000
Rogers, Mike		100.0%	1	1.000
Safe Haven, LLC	50.0%	50.0%	2	0.500
Schroeder, Mary Beth		100.0%	1	1.000
Seldner, Patty		100.0%	1	1.000
Smith, Saundra K.		100.0%	1	1.000
St. Joseph Home of Cincinnati		100.0%	1	1.000
Trauffer, Cara		100.0%	2	1.000
Trauffer, Christine		100.0%	3	1.000
Viaquest Behavioral Health		100.0%	1	1.000
Zehler, Patty	33.3%	66.7%	3	0.667